Cancellation call log

For any cancellation by phone or chat (with Sunrise, the channel the contract requires): fill it in next to the phone and keep it until the written confirmation arrives.

Fill in the fields in square brackets.

Call log: cancelling an internet subscription

Name: [First name Last name] · Customer number: [customer number] · Provider: [provider]

Have ready before the call

Customer number, connection address, requested end of contract, this sheet and a pen.

WHAT	ENTRY
Date and time of the call / chat	_____
Number dialled or chat channel	_____
Name (or initials) of the customer service agent	_____
Said: “I am cancelling my internet subscription with effect from …”	_____
Confirmed end of contract (date, as stated)	_____
Reference, ticket or case number	_____
Confirmation by e-mail or text promised? To which address?	_____
Services cancelled (internet, TV, landline) / what stays	_____
Equipment return: what, where, by when	_____
Chat: transcript saved as screenshot or PDF?	_____

If no confirmation arrives

Call again within 5 working days, quote the reference number, and keep this log until the end of contract appears on the final bill.

Template by ConvivaPlus.ch, as of 03.11.2026. Cancellation channel and notice period checked against the providers' terms (version named in the letter). Replace the details in [square brackets]. Not legal advice.
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